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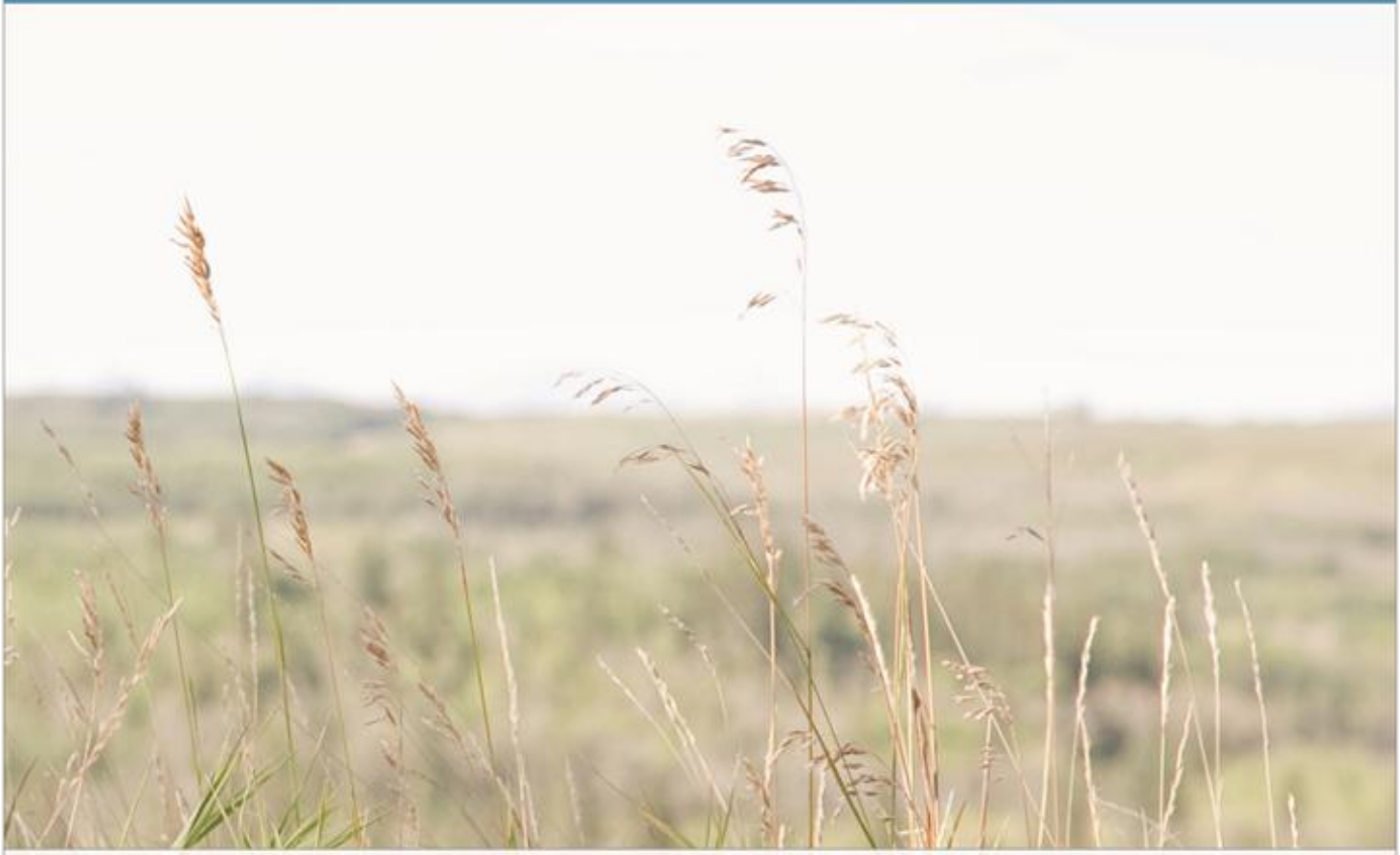
Health Engagement Program (HEP) Implementation Guide



ODS

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Purpose:

The Health Engagement Plan Implementation Guide is designed to assist organizations and benefit administrators through the pre-planning and implementation phases of incorporating a wellness incentive tracking system into their health and wellness programs.

It is intended to be used in conjunction with benefit consulting support, legal counsel review and billing/financial experts who can advise organizational leaders about how to best address the unique health incentive strategies of their respective organizations as well as the individuals and communities they serve.

The implementation guide includes an overview of the platforms major features, functionality and the necessary requirements to ensure optimal use of the incentive tracking system. The guide has been designed to allow users to navigate between the various sections easily.

Service integrity and recovery plan

In order to provide continuous improvement, ODS solicits continuous feedback from our clients so that we may bring you the best experience possible. Feedback can be directed to hepsupport@odscompanies.com.

In the unlikely event of a service disruption, ODS will respond with a recovery plan within one business day and will audit the integrity of the portal once it is operational again. Any questions or issues with the portal should be addressed via email to hepsupport@odscompanies.com. The support inbox is constantly monitored in order to provide the fastest possible response time.

Team

ODS Team - For the implementation and ongoing support of your HEP program the ODS team is as follows

Name	Title/Role	Phone	Email

Client Team - Client implementation and ongoing support team

Name	Title/Role	Phone	Email

Eligibility

Eligibility Population – the eligibility requirements set the population's accessibility to the HEP program.

Population type	
Total population	
Total eligible population	
Employees	
Employees and spouses	
Employees, spouses, and dependents over 18	

Eligibility configuration – For rewards fulfillment the eligible population will need to have a unique ID that is transmitted within the eligibility file. This unique ID will be carried through the system and used to report to the client for processing and rewards fulfillment.

Unique Identifier	Population
	Employees

Incentive program accessibility and delivery

HEP timeframe – The timeframe that the HEP program will be accessible to the eligible population. Please include any variations for specified populations, for example: new hires will have access to the system up until July 2013 with a completion date of Sept 30.

Population type	Start Date	End Date	Incentive Delivery

HEP Incentive:

Participate in a variety of activities. Participants will earn points at each step with a goal of earning XXX points between <Insert Date> and <Insert Date> to earn a reward.

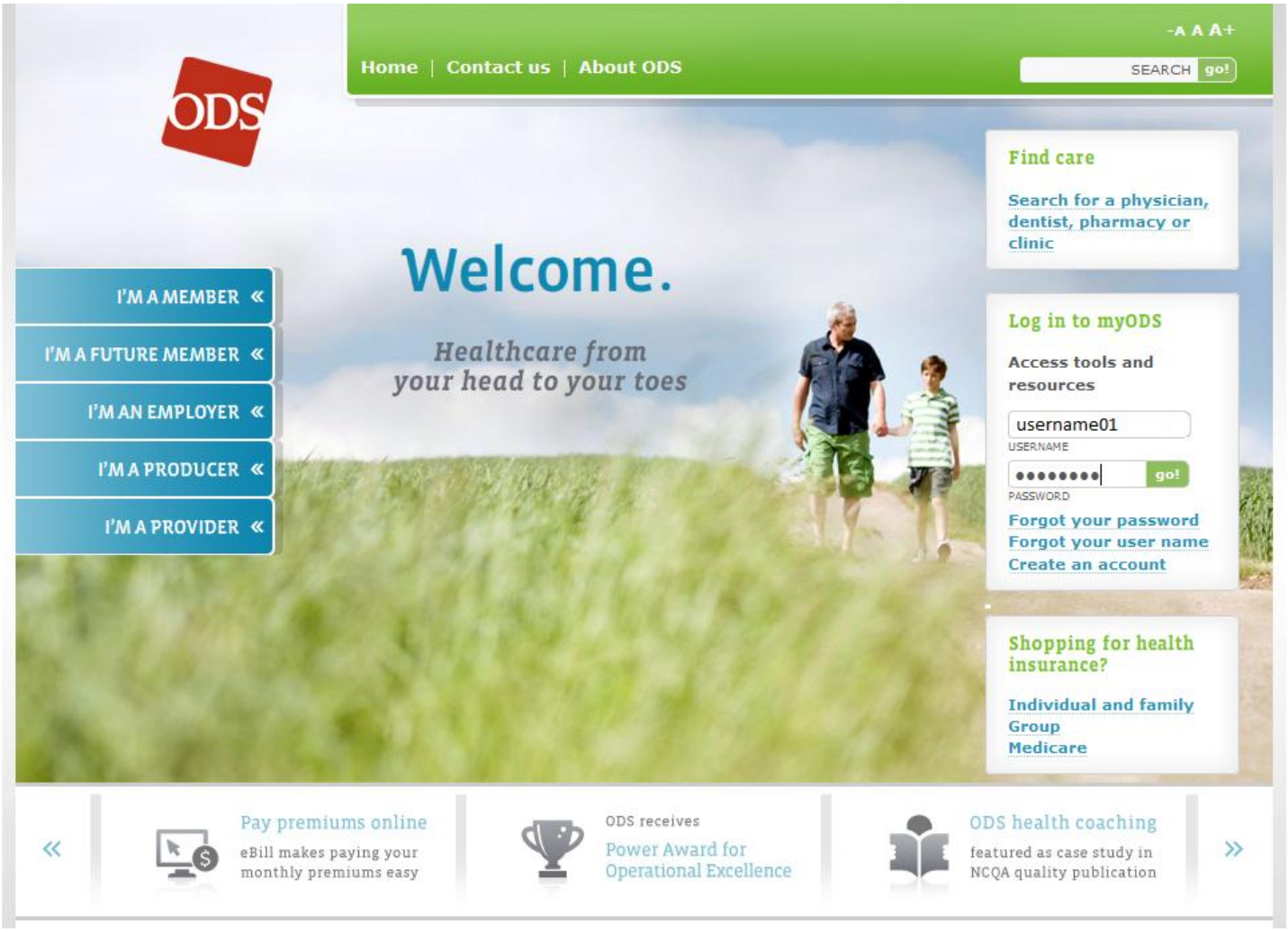
Incentive processing details:

The reward redemption file will be sent to <Client> on a <Frequency> basis via secured email. ODS will notify <Client> if any file delivery issues are encountered.

Program content

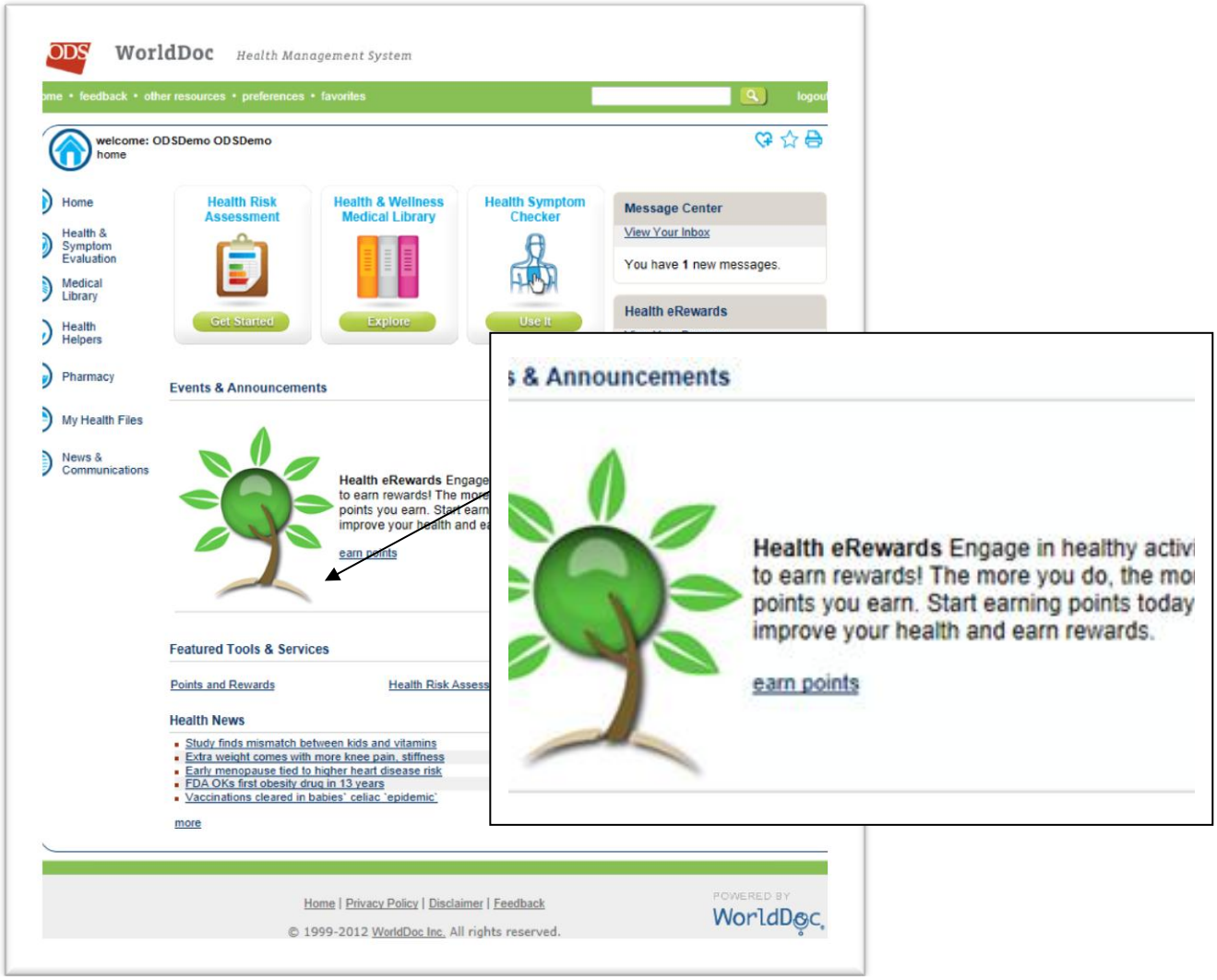
My ODS

Login to my ODS at www.odscompanies.com



To get to the incentive tracking section, the user will login to myODS, from <Location> within myODS there will be a link to the WorldDoc portal. The first time a user gets logged into WorldDoc through the SSO link within myODS, they will be directed to a registration page which will ask them to accept the privacy policy.

Immediately after accepting the privacy policy and on subsequent visits to the WorldDoc portal via myODS, users will land on the home page. Users will then click on the “earn points” link in the Events & Announcements section on the page to see their “today’s points” section.



Clicking on the “earn points” link will direct the user to the “today’s points”

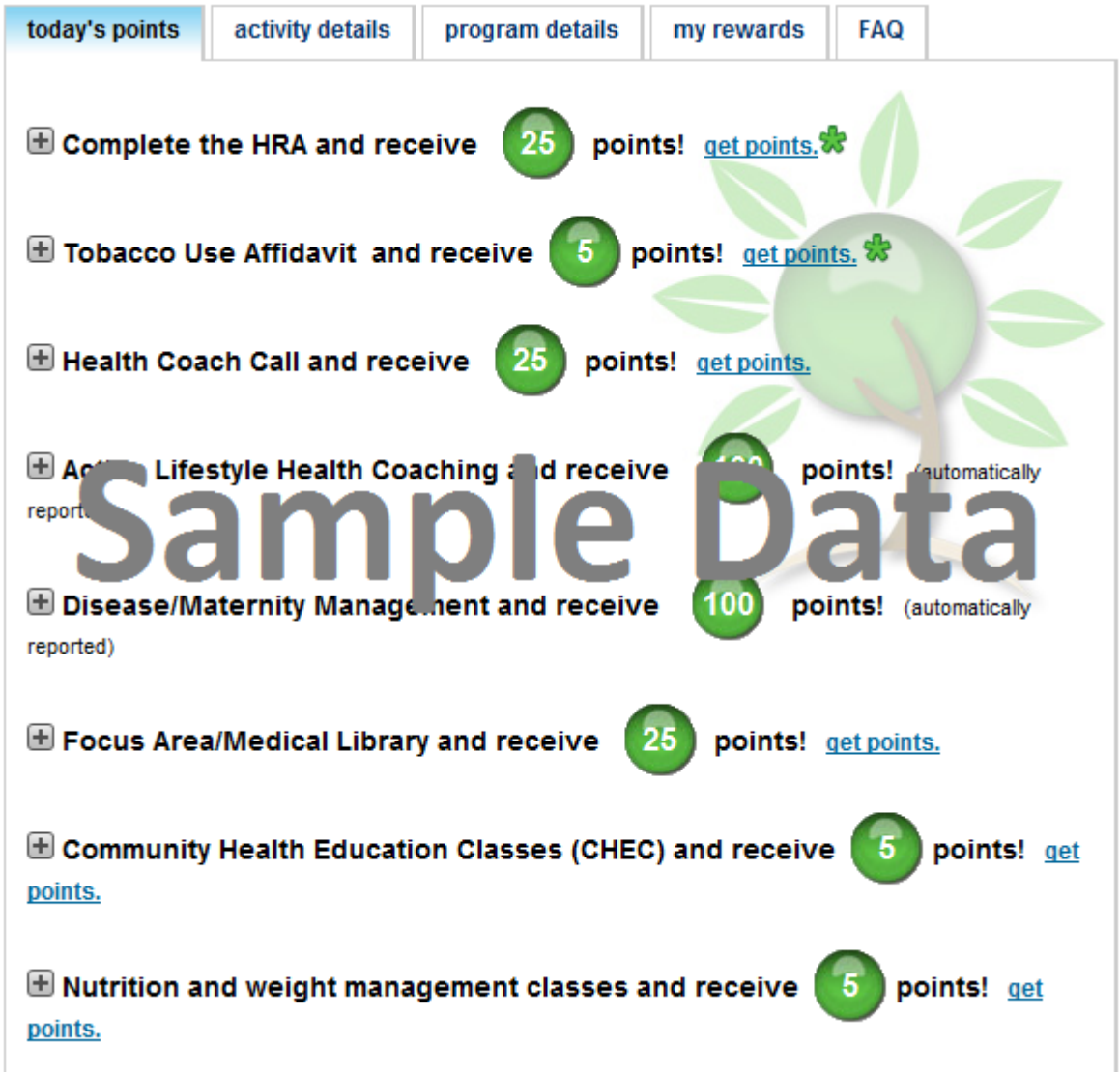
Incentive program activities

The program details are presented to the user within 5 tabs

- Today's points – displays current available points
- Activity details – displays all current points available in the program
- Program details – displays the program rules, such as who is eligible, etc.
- My rewards – displays fulfillment requirements, such as how to earn points and redeem rewards
- FAQ's – frequently asked questions about the program

Today's points

The "today's points" screen displays the unfulfilled rewards currently available to the participant. It will not display any fulfilled, future, or expired rewards.



Activity details

The activity details tab allows the user to see additional details about all activities, current and expired.

All available activities

Evaluations and Assessments	
Activity	Details of Landing Page
HRA	Complete your Health Risk Assessment.
PES	The Personal Evaluation System walks you through a 4-step process to learn more about pain or illnesses you may be experiencing.
Geriatric HRA	This risk assessment is intended for people 65 years or older. It will assess your overall health status and risk factors.
Diabetes	Use this assessment to determine how well you are managing your Diabetes.
CAD	Evaluate the steps you are taking to manage coronary artery disease.
CHF	This assessment will help you determine how well you are managing congestive heart failure.
My health files	
Activity	Details of Landing Page
My chart	Update and keep track of your personal and family medical history in one convenient location.
My medications	Get important alerts and reminders about the medications you are taking by managing your medicine cabinet online. My medications will auto populate through claims data.
Communications	
Activity	Details of Landing Page
Message center	Check your message center inbox for secure, personalized messages about your health.
Calculators	
Activity	Details of Landing Page
10 year cardiac risk	This assessment is designed to help you determine and understand your risk for heart attacks and strokes in the future.
Adult preventive health	This tool is designed to provide you with preventive screening information to review based on your age and gender.
Alcohol dependence	This assessment is designed to help you determine and understand your risk for alcohol abuse.
BMI	This calculator is designed to help you determine and understand your body mass index (BMI) as it pertains to your overall health. The BMI is a measure of relative heaviness/obesity.

Childhood immunizations	This assessment is designed to help you determine and understand your child's immunization status based on the child's age.
Depression	This assessment is designed to help you determine and understand your risk for Depression.
Fitness	This assessment is designed to help you determine and understand your fitness level.
Nicotine	This assessment is designed to help you understand your risk of nicotine dependence/addiction.
Pregnancy management	This calculator is designed to help you understand your pregnancy risk level.
Stress	This assessment is designed to help you determine and understand your stress level.
Substance abuse	This assessment is designed to help you determine and understand your risk of substance abuse.
Substance abuse kids	This assessment is designed to help you determine and understand your child's behavior and define whether they are at risk of substance abuse or have mood disorder.
Medical Library	
Activity	Details of Landing Page
Overview	Explore thousands of health articles to find detailed information on symptoms, conditions, wellness topics, tests, surgeries and more.
Focus areas	Read in-depth health guides on popular topics including weight loss, smoking cessation, exercise, nutrition, heart disease, diabetes and more.
Health tips	Browse through hundreds of quick and easy health tips to help you manage stress management, lose weight, get fit, eat right, control cholesterol, lower blood pressure and quit smoking.
Health Helpers	
Activity	Details of Landing Page
Calculators overview	View assessment tools that are intended to help you understand your potential risk of a condition based on the selected assessment. When you have completed an assessment, you will be provided with recommendations and appropriate information for you to review based on your calculated risk level.
Health trackers	Record important health numbers to chart progress toward your health goals.
Healthy Living Program	
Activity	Details of Landing Page
HLP enrollment	Join the Healthy Living Program (HLP). This online coaching program is a 12-week journey toward a healthier you. Set your health goals and choose activities to help you build better health habits week by week.
HLP progress update	Rate your Healthy Living Program (HLP) progress and choose your next goal.
HLP completion	Complete and review your healthy living goals.

<Client> selected activities

today's points | activity details | program details | my rewards | FAQ

Print summary

		Activity Name	Chances Left	Start Date	End Date	Points/ Chance	Maximum Points	Points Earned
	✱	Take the Health Risk Assessment (HRA)	1	10/01/2012	06/30/2013	350	350	0
		Use the calculator tool	5	10/01/2012	06/30/2013	5	25	0
		Visit the Focus Areas in the medical library	1	10/01/2012	06/30/2013	5	5	0
●		Attend a Lunch and Learn - Detoxify your workspace (ODS Tower - conference line for other locations)	1	10/01/2012	06/30/2013	10	10	0
●		Attend a Lunch and Lea[illegible] retireme[illegible] (O[illegible] To[illegible]er- [illegible] fo[illegible] oth[illegible]	1	[illegible]/01/2012	06/30[illegible]	10	10	0
●		Enroll in Weight Watchers and participate in a meeting	1	10/01/2012	06/30/2013	10	10	0
●		Participate in a community event/race	1	10/01/2012	06/30/2013	15	15	0
●		Biometrics screening	1	10/01/2012	06/30/2013	25	25	0
●		Get a flu shot	1	10/01/2012	06/30/2013	15	15	0
●		Healthy habits	3	10/01/2012	06/30/2013	10	30	0
●		Tobacco-use affidavit	1	10/01/2012	06/30/2013	15	15	0
●		Dress up for Halloween	1	10/01/2012	06/30/2013	5	5	0

Activities with frequency greater than 1 can only be updated once per day

✱ - Mandatory Activity ● - Offline activity

Sample Data

Points Earned	Points Until Reward	Total Program Points
0	400	515

You must complete all mandatory activities to get a Reward

HEP activities

Define the program activities

- Online
- Self-reported
- Offline – requires a file upload
- Pledge based requiring an affidavit
- Claims based

Online Activities

Define the program activities

Activity name	Start date	End date	Point value	No. occrs.	Point maximum	Mandatory Y/N
Health Risk Assessment (HRA)						**Y**
Description						
Activity name	Start date	End date	Point value	No. occrs.	Point maximum	Mandatory Y/N
Calculator tools						
Description						
View these assessments and screenings designed to help you determine and understand your health status and future risk in a variety of health related scenarios.						
Activity name	Start date	End date	Point value	No. occrs.	Point maximum	Mandatory Y/N
Focus areas/medical library						
Description						
Use the focus areas to quickly take you to information that interests you the most. Choose an area to find subject-specific content on how to evaluate and accomplish personal health goals.						

Self-reported activities

Define the program activities

Activity name	Start date	End date	Point value	No. occrs.	Point maximum	Mandatory Y/N
Description						

Activity name	Start date	End date	Point value	No. occrs.	Point maximum	Mandatory Y/N
Description						

Activity name	Start date	End date	Point value	No. occrs.	Point maximum	Mandatory Y/N
Description						

Activity name	Start date	End date	Point value	No. occrs.	Point maximum	Mandatory Y/N
Description						

Activity name	Start date	End date	Point value	No. occrs.	Point maximum	Mandatory Y/N
Description						

Activity name	Start date	End date	Point value	No. occrs.	Point maximum	Mandatory Y/N
Description						

Activity name	Start date	End date	Point value	No. occrs.	Point maximum	Mandatory Y/N
Description						

Activity name	Start date	End date	Point value	No. occrs.	Point maximum	Mandatory Y/N
Description						

Claims based activities

Define the program activities

Activity name	Start date	End date	Point value	No. occrs.	Point maximum	Mandatory Y/N
Description						

Activity name	Start date	End date	Point value	No. occrs.	Point maximum	Mandatory Y/N
Description						

Activity name	Start date	End date	Point value	No. occrs.	Point maximum	Mandatory Y/N
Description						

Program details

The program details tab displays the rewards program rules. The program rules describes who is eligible for the program and the length of the program. Any other considerations around program eligibility could be listed here.

Program details text

My rewards

my rewards tab displays the rewards fulfillment rules. Fulfillment rules describes what the user needs to do to earn the reward and what the reward is. Any other considerations around the redemption of the rewards could be listed here.

My rewards text

FAQ

Displays the program specific FAQ's.

Client specific FAQs

Q:

A:

Q:

A:

Q:

A:

Q:

A:

Appendix A:

Calendar event	**Dates**	**Responsible Party**
Build out of HEP Program/Benefit configuration		ODS
<Month>		
Communication plan build		ODS
- Integration with Salem Health's current wellness activities		
- OE communication		
- Selection of targeted campaigns		
- <Year> communication calendar		
Open enrollment messaging		ODS/Client
Demo of incentive portal		ODS
Refined incentive portal demo based on feedback (if necessary)		ODS
<Month>		
Employee communications		Client
- Promotion of HEP to employees including activity list		
- HEP FAQ's		
- Program rules		
- Employee rights and responsibilities		
User acceptance testing (UAT)		Client
<Month>		
Approval/sign off from Client		Client
<Month>		
Portal launch/go live		ODS
Review of launch		ODS/Client
Promotion of launch to population		Client
Launch any internal campaigns (if necessary)		Client
<Month>		
Quarterly campaign launch (if necessary)		Client

Quarterly review of first quarter		ODS/Client
<Month>		
Quarterly campaign launch (if necessary		Client
Quarterly review of second quarter		ODS/Client
<Month>		
Begin building of next years incentive program		ODS/Client
<Month>		
Open enrollment	TBD	Client
Quarterly review of third quarter		ODS/Client

Appendix B: Data exchange and reporting

Rewards redemption file: A weekly file will be sent to the client wellness team with the status of the participants in regards to their rewards. The file will be sent in a .csv format each <frequency>.

Quarterly program summary: A quarterly program status report with aggregate participant data that shows how client's population compares to the rest of the book of business.